

# NEWS RELEASE

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FOR IMMEDIATE RELEASE

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## **TELETECH EXPANDS AND CREATES 760 NEW JOBS IN HAMPTON**

*-- Company ranked #3 out of 25 North American companies for community involvement --*

(Hampton, Virginia) - TeleTech, a leading provider of customer management solutions, has expanded and created 760 new jobs since 2<sup>nd</sup> quarter 2002. TeleTech is a public company with 2001 revenues approaching \$1 billion and a market capitalization of nearly \$600 million. TeleTech is widely considered a thought-leader in the industry and remains one of the largest companies in the customer management services industry.

"Despite the downturn in the nation's economy, business has remained steady for TeleTech, including the need for quality employees," comments Mike Mannen, Director of Operations. "Hampton's rich labor pool is a competitive advantage for the company. Hiring new employees has been a seamless transition because the majority of the workforce already possess the necessary skills to start work immediately, which reduces our training costs and impacts our bottom line."

Located in Hampton Roads Center Business Park-Central Campus, TeleTech has over 1,000 employees and is a company who believes in giving back to the community. During 2002, the center supported the area by raising over \$25,000 for a variety of local charities, including Habitat for Humanity, Make-a-Wish Foundation, Star Achiever's Academy, March of Dimes, American Cancer Society, and the Adopt-a-Spot Beautification Program. Most recently, the company donated 3.75 tons of food to the Peninsula Food Bank of Virginia whose needs are especially great during the holidays. TeleTech's Hampton customer management center has been so successful in providing community service that it was ranked #3 out of 25 North American company sites for community involvement.

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The City of Hampton, Department of Economic Development staff is working with the company to apply for Enterprise Zone job grants and workforce services assistance through the Virginia Department of Business Assistance.

Headquartered in Denver, Colorado, TeleTech has been managing the customer experience for a variety of industries, including financial services, transportation, communications, government, healthcare, retail, technology and travel for over twenty years. More than 30 of the *Financial Times'* Global 500 companies are counted among TeleTech clients. The company has over 28,000 employees in 55 customer management centers around the world interacting with millions of customers each day on behalf of global organizations.

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